



Date: January 26, 2022

Dear Residents and Loved Ones of Allen Gray Care Centre,

Further to the communication sent you on January 14, we wanted to provide you with an update regarding the COVID-19 outbreak.

Staff : We have a total of 5 active staff members tested positive for covid-19 as of today (may have been acquired from the community). Total of 47 staff members recovered and back to work already. We are still able to manage the kitchen services and providing tray services to LTC residents. We redeployed staff members from other disciplines to provide all necessary care to residents whenever there is a shortage of HCAs.

Second Floor: We have a total of 7 active residents tested positive via PCR. One resident passed away while tested for Covid positive. All residents are isolated to their rooms to prevent further exposure to other residents. Total of 11 residents recovered so far.

Third Floor: We have 5 residents in Fir Street tested PCR positive and all of them are having mild symptoms only. Total of three residents recovered.

Lodge: All three Lodge residents recovered and back to cafeteria for meal services. They wear masks when they are out of their rooms. Unfortunately, one resident passed away due to Covid.

We had a Public Health Inspection last week and we passed 100 %.

We also had an audit from Continuing Care Provincial Team-Quality Monitoring Audit and they were impressed with all our outbreak strategies in place, including screening, enhanced cleaning, PPE donning/doffing, high touch cleaning, break rooms and PPE audits etc. No immediate findings at this time.

We remain diligent in following all outbreak protocols currently in place to ensure the continued safety of residents and employees. This includes the daily audits of Personal protective Equipment (PPE) during every shift to ensure that employees are adhering to requirements during an outbreak.

We will only allow the following types of visitation during Outbreak. All social visits are suspended at this time.

- End of Life (EOL)
- Significant change in condition
- Essential visits (Feeding, managing emotional and mental wellbeing of residents).

We implemented the following guidelines:

1. Mask and Eye protection at ALL times in the facility, with the exception of when eating/drinking during meals (for staff only), ensuring you are physically distanced from others.
2. High and low touch cleaning, 3 times a day



3. Active screening of both staff and visitors. Active screening is defined as verbally asking every staff and visitor each screening questions.
4. Removed shared items (e.g. salt shakers)
5. Follow break room guidelines. Daily break room audits. Main cafeteria maximum 2 people on a table, however if space allows, one person per table.
6. Rigorous hand hygiene
7. Staff are not to enter facility if they have symptoms, if symptoms are developed during their shift to notify manager and leave immediately.
8. Monitor symptoms of residents. Currently focus on swabbing symptomatic residents.
9. Perform rapid test 1, 3, 7 days and symptoms screening for residents who are close contacts.
10. Use disposable cutlery and plates when serving meals.
11. Hair salon is closed until further notice
12. Recreation and Physio/OT group activities cancelled at this time and staff are assisting with basic resident care needs. They are doing 1:1 activities only.
13. Discourage visitations especially for symptomatic and COVID + residents. If visitors decide to visit symptomatic/COVID + resident, ensure they are donning and doffing PPE appropriately. Encourage different form of visitation (E.g. virtual visits)

We understand the importance of connecting with families. We encourage you to stay in touch with your loved ones through virtual visits via FaceTime or Skype.

Please call Rhea or Ellen to book virtual visits for LTC and Poonam for Lodge.

- Virtual Bookings can be done by calling 780-469-9606 and dial in the following extensions:

For Lodge Ext. 211 or 261 and look for Poonam. Poonam will be booking virtual calls for Lodge residents Monday to Friday.

For 2nd Floor Residents Ext. 212 and look for Ellen or email visit2@allengray.ab.ca

For 3rd Floor Residents Ext. 254 and look for Rhea or email visit3@allengray.ab.ca

- We will be confirming your booking through email or phone call
- We are accepting Bookings Monday to Friday except statutory holidays from 8 am to 3 pm.
- The Virtual Visitation Schedules remains same as before.

The health and safety of residents, families and staff is our first priority and a responsibility we take very seriously. Should there be any further updates, we will provide these to you as we receive them for the duration of the outbreak.

Again, Thank you and we appreciate all the support and concern.

Sincerely,

Manju George, DOC

Charlotte McFadden, CEO